



न्यायालय मुख्य आयुक्त

COURT OF CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)

दिव्यांगजन सशक्तिकरण विभाग / Department of Empowerment of Persons with Disabilities (Divyangjan)

सामाजिक न्याय और अधिकारिता मंत्रालय / Ministry of Social Justice and Empowerment

भारत सरकार/ Government of India

Diary No. DNO/26/CCPD/6427

Dated: 31/08/2026

Case No: DNO/26/CCPD/6427

In the Matter of

Complainant

Shri Gaurav Singh

Versus

Respondent(s)

The Zonal Manager, Indian Bank

1. Background of the Case

1.1 The Complainant, Shri Gaurav Singh, an Assistant Branch Manager at Indian Bank and a person with 45% benchmark disability (Multiple Disabilities – Low Vision and Hearing Impairment), submitted a grievance dated 15.07.2026 stating that he had applied for a transfer on disability grounds to a place nearer to his family residence. He stated that his transfer application, along with his disability certificate and UDID card, was forwarded through the proper channel and was also followed by reminder emails. However, his request has not yet been considered by the competent authority.

1.2 The Complainant further submitted that although his hometown is recorded as Bijnor, his family presently resides in Kotdwar, Uttarakhand. His current posting at Tatarpur Kalan Branch is about 180 km away from his residence, causing severe hardship due to his visual impairment. He stated that the long distance, poor transport connectivity, and difficulty in reaching his family during emergencies have adversely affected him.

2. Hearing

2.1. A preliminary hearing was conducted on 05.08.2026 in hybrid mode, wherein the following parties/representatives were present:

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075; Tele# 011-20892364,
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(पया भविष्य में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

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Sl. No.	Name of the Parties / Representatives	On Behalf of
1	Representative of Deputy General Manager (HR)	Respondent
2	Representative of Assistant General Manager (HR)	Respondent
3	Representative of Chief Manager	Respondent

2.2 No representatives on behalf of the Complainant were present during the proceedings.

3. Record of Proceedings

3.1 The Respondent, represented by its Deputy General Manager (HR), Assistant General Manager (HR), and Chief Manager, submitted that the Complainant had initially been posted at Tatarpur Kalan Branch pursuant to his request transfer. It was further submitted that, although his subsequent request for transfer on disability grounds had not been considered immediately, the matter was thereafter examined in accordance with the Bank's transfer policy. The Respondent informed the Court that the Complainant had since been transferred to Najibabad Branch, as requested by him, and that he had acknowledged the transfer order. It was further submitted that the Complainant had addressed a communication to the Commission stating that his grievance stood redressed and requesting closure of the proceedings.

3.2 Upon hearing the Respondent, the Court observed that, in view of the transfer having been in effect and the Complainant having expressed satisfaction with the redressal of his grievance, the Respondent should place the relevant documentary evidence on record before the Commission.

3.3 Accordingly, the Court recommended the Respondent to submit, within two (02) days, a copy of the transfer order issued in favour of the Complainant together with proof of its acceptance, such as the Complainant's acknowledgement or joining report, for placing the same on record.

4. Further Submissions

4.1 The Court is in receipt of an email dated 07.08.2026 wherein the complainant submitted that,

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following the filing of his complaint before the Court on 15.07.2026, Indian Bank issued Transfer Order No. TRN0281358 dated 04.08.2026, transferring him from Tatarpur Kalan Branch to Najibabad Branch in the capacity of Assistant Branch Manager. In view of the issuance of the transfer order, the complainant stated that his grievance now stands fully resolved and requested that his complaint be treated as withdrawn and the case be closed. He further submitted a copy of Transfer Order No. TRN0281358 dated 04.08.2026 for placing on record.

4.2 The Respondent submitted that, pursuant to the recommendations issued by the Court during the hearing held on 05.08.2026, the transfer requests of the complainant had already been considered favourably and appropriate action had been taken. It was submitted that the complainant, Shri Gaurav Singh, had been transferred from Tatarpur Branch to Najibabad Branch with effect from 05.08.2026, and a copy of his satisfaction-cum-withdrawal letter had been enclosed as Annexure I of their reply.

5. Observation and Recommendation

5.1 Upon reviewing the facts of the case and the available records, it is clear that the Complainant's grievance has been addressed.

5.2 After considering the submissions from both parties, especially the Complainant's email dated 07.08.2026, the Court has determined that no further intervention is necessary.

6. Accordingly, the case is disposed of.

Yours faithfully,

**(S. Govindaraj)
Commissioner**

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